

FREQUENTLY ASKED QUESTIONS

How can I get your vehicle released from the tow yard?

If you are the registered owner of a vehicle that was towed (but not impounded), come in person to the Hayward Police Department (300 West Winton Avenue – near Santa Clara Avenue) Monday through Friday from 8 AM to 8 PM only – to arrange for the release of your vehicle. Bring the following items with you:

- Current vehicle registration
- Proof of vehicle insurance
- Valid driver's license (other forms of identification will not accepted).
- If you do not have a valid driver's license, you must bring two licensed drivers with you (one to drive your car from the tow yard, and one to drive the car that you came in). No exceptions will be made.
- \$235.00 in cash, money order, or check to cover the administrative fee required in the City of Hayward Towing Ordinance.

After presenting the required documents, and paying the administrative fee, you will be given a release to present to the towing company. Before releasing your vehicle, the towing company will require full payment of the towing and storage charges.

Suggestions

- **Promptly arrange release of your vehicle from the towing company.**
Towing and storage costs vary depending on special circumstances or the size of the vehicle. Storage fees are also calculated daily; so the longer the vehicle is stored, the more it will cost to get released. Also, vehicle storage over 45 days could result in your vehicle being sold through a lien sale.
- **Avoid after-hours pick up of your vehicle.**
Towing companies may add additional fees for after-hours pickup from the tow yard.

How can I contest or challenge the decision to tow my vehicle?

Per California Vehicle Code Section 22852, you have the right to contest the circumstances under which your vehicle was towed. To do so, you must request a hearing **after** the vehicle is released. Contact the Hayward Police Department Hearing Officer at (510)293-7011 Monday through Friday, 8:00 a.m. to 4:00 p.m.

My towed vehicle is not registered and I can't get it smog tested because it's stored. But I need a smog certificate to get it registered. What do I do?

The registered vehicle owner may go to DMV and get either a Move Slip or a one month extension (Temporary Operating Permit). These documents will allow for the vehicle to be released, and give you time to have the smog test completed.

What if my vehicle can't be registered because I have outstanding parking tickets ?

The registered owner must go to DMV, pay all outstanding parking tickets, and then register the vehicle.